

## Frequently Asked Questions

- **How do I get a 911 address?**

911 addresses are assigned by the 911 Director using state of the art GPS and computer software. If you are building a house, once the FOOTERS ARE IN AND INSPECTED, the building officials automatically send a copy of the building permit to the 911 Director who goes on site to assign the address. This process is usually completed within a couple weeks. If you have a home that has not been numbered, contact the 911 Director.

- **Can I Name My Road?**

By county ordinance, a road can only be named if it has 4 Or More houses. The original cost of the posts and signage must be paid for by the homeowner(s). After installation, the county assumes responsibility and upkeep.

- **I am creating a Subdivision and am putting a road in, can I name the road what I want?**

All road names must be approved by the 911 Director. Request for road names must be submitted in writing to the 911 Director for approval or denial. Subdivisions must also have signage in place BEFORE houses are allowed to be occupied.

- **What do I do if I accidentally dial 911?**

If you accidentally dial 911, PLEASE STAY ON THE LINE. Talk to the dispatcher and let them know that everything is alright. If you hang up without saying anything, a Deputy will be sent to check on you. It is routine to send a Deputy to all 911 miss-dials and hang-ups.

- **Can I test my 911?**

Please do! We encourage everyone to make sure that we have correct information in the system in case of emergency. To test your 911, please call 540-948-5161 and tell the dispatcher that you would like to make a test 911 call. Most of the time they will advise you to go ahead and make the call, please understand that if they are dispatching an emergency, they will probably ask you to call back later. Dispatching can become very busy in a matter of seconds.

**- I am elderly and am interested in buying a necklace or bracelet that I can push and dials for me. What numbers should I put in?**

When buying an auto dialer for the elderly or handicapped, the instructions advise you NOT to put 911 in the system. WE DO NOT AGREE WITH THIS! Please put 911 in the dialer. If you have fallen or can't talk, by putting 911 in, when we get the call we also get your information such as your name and address. This will tell us where to send the emergency response. If you can't talk, we will send a deputy first and a rescue squad second. If you do install an auto dialer, please register it with the 911 Director.